



# **SOCIAL IMPACT REPORT**

Showing what good looks like

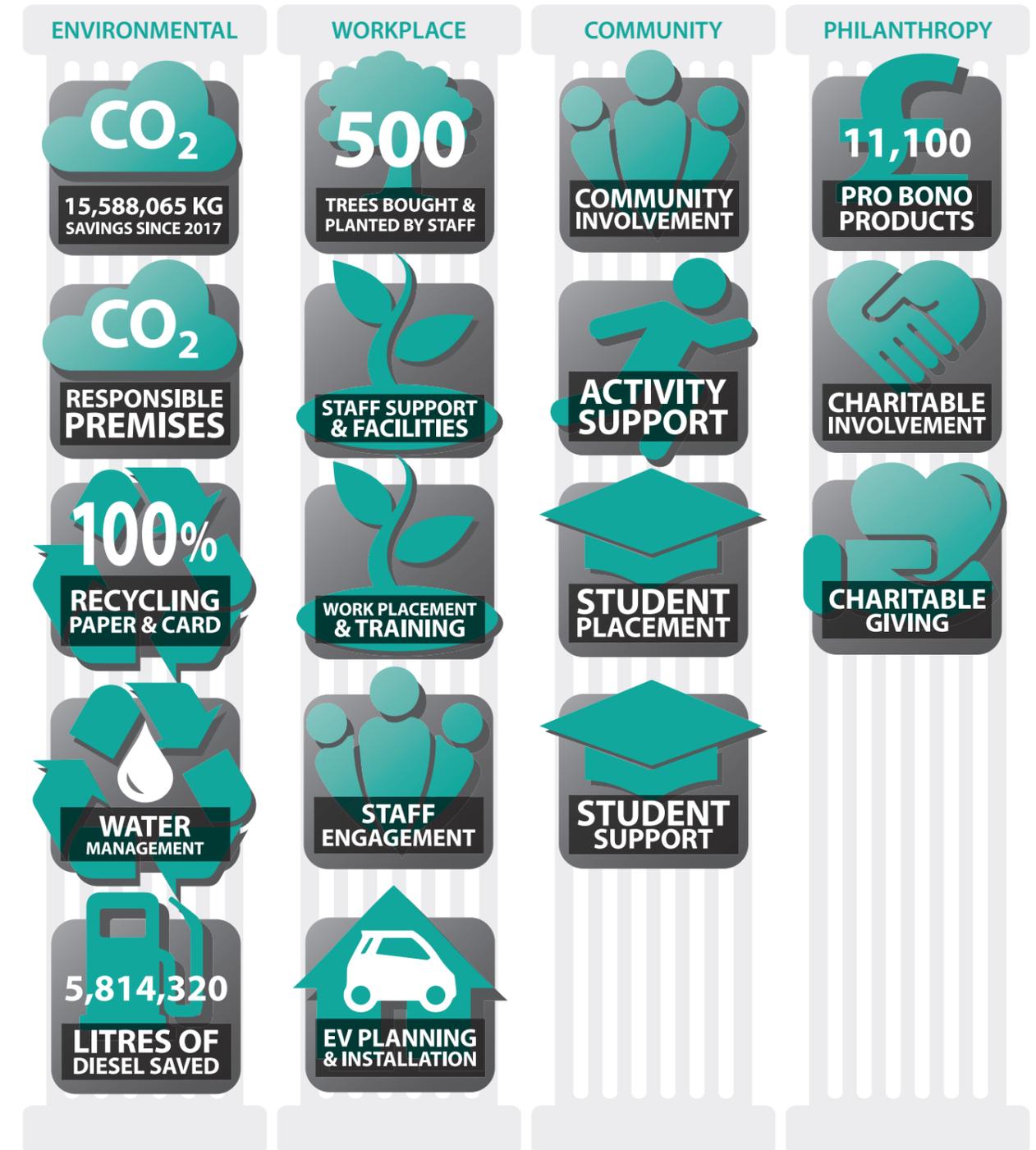


# Values driven organisations ensure sustainable profitability

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# Proelectric Services Limited CSR Highlights at a Glance



# An introduction from Chris Williams



Prolectric has grown rapidly to become the UK's leading expert on sustainable lighting, power and security. Our technology works all year round, in all weathers. We aim to continually bring new and progressive solutions to the market that are clean, sustainable and innovative.

In March 2021 Prolectric became part of Hill & Smith Holdings PLC, a FTSE 250 £1Bn international group providing

sustainable infrastructure and safe transport solutions through innovation. Prolectric operates as a standalone business unit within the Hill and Smith 'Roads and Security' portfolio.

## Guardians of Early Solar Technology

We were the first company to introduce permanent solar-only street lights to the UK market in 2011. Now, with thousands of units installed nationally - we are the market leaders.

Forgen Renewables and Prolectric merged in 2014, aiming to provide a service and product based renewable offering. We are heavily focused on large scale solar PV installation to social housing landlords and commercial sectors. However the effective demise of the feed in tariff in 2016 in the UK presented challenges.

The business had to rapidly change course or fail. Therefore, we refocussed the business on it's solar powered lighting range.

## Knowledgeable

The knowledge gained, resulted in Prolectric becoming the leading experts in sustainable lighting technologies, providing both temporary and permanent solutions across rail, construction, infrastructure and events industries.

## Progressive

Having mastered solar lighting technology, we moved the product range forward, applying our knowledge to sustainable, environmentally friendly power generation. From that, the range grew further, this time into solar powered cctv security systems.

## Proven

We are the only provider of such solar, battery and hybrid systems in the UK to truly be able to say that our units are tried, tested and proven to work all year round, in all weather conditions.

## Chris Williams

Managing Director  
Prolectric Services Limited

# Leading the way in the sustainable power revolution

**Prolectric is the market leading supplier of solar and battery-powered lighting and power to the construction and infrastructure industry in the UK. Silent and clean, its products are providing a direct alternative to diesel-fuelled generators. The company has built an exciting range of technologies that are disrupting the market of more traditional solutions.**

## Global backdrop

The transition from fossil fuels to renewable energies will affect every industry, in every marketplace, right across the world. The pace of that transition is speeding up, driven by government legislation and customer demands - both of which need to be encouraging low or carbon neutral solutions.

## The Prolectric marketplace

The construction and infrastructure marketplace is no different; there are increasing pressures to use renewable energy and carbon neutral solutions on major building projects. This has created a significant problem for construction and infrastructure companies, as well as the hire companies who supply them equipment

These companies all have significant fossil fuel fleets on their balance sheets, but they need to be able to offer their customers access to the latest renewable and carbon neutral technology.

Prolectric now supply several tier 1 hire and infrastructure companies, who are actively seeking a scalable and commercially viable solution to this problem.

## Our proposition

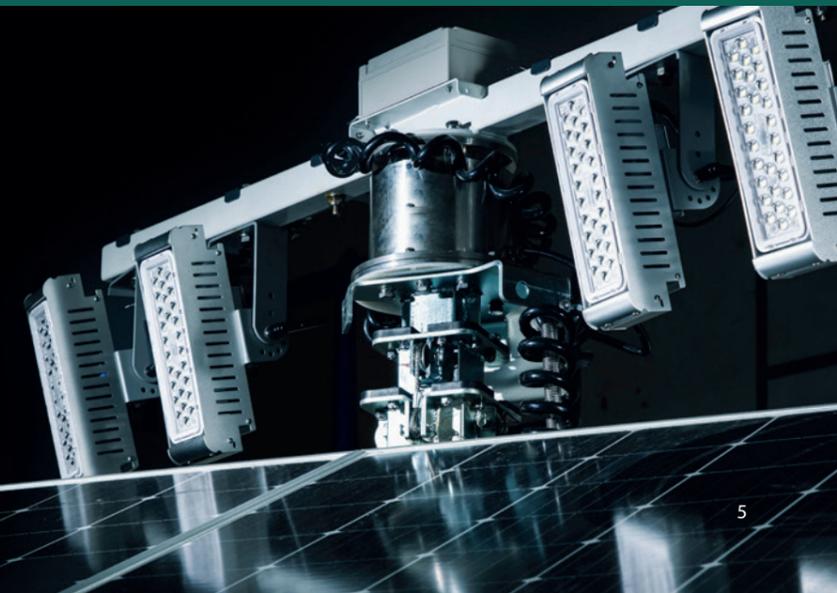
Prolectric offers construction and infrastructure companies its award-winning and industry-proven technology through a mix of product sales and X-hire capacity. Importantly, Prolectric also offers access to its in-house developed web portal, which controls and monitors each lighting and power generating product in real time, giving clear evidence of the significant carbon savings made.

This provides a commercially viable and attractive solution that enables customers to meet green energy demands without having to replace their entire fossil fuel fleet, giving them the flexibility they need to make the transition.

This proposition is already being well received in the marketplace.

*The award winning Prolectric ProLight is the only mobile solar lighting tower in the UK that operates reliably all year round, even in challenging winter conditions.*

*The ProLight delivers powerful light without noise or emissions and offers a robust alternative to temporary diesel lighting. Four LED lights capable of 550m2 coverage at a minimum lux level of 20 and 10,000 to 40,000 lumens output.*



# What **Social Responsibility** means to Prolectric

Central to the values of our business is being socially responsible. Managing Director Chris Williams has been involved in environmentally purposed businesses for the majority of his working life. Chris spent 18 years as Chief Operating Officer of a publicly traded company working in the water technology sector involved with flood alleviation, storm-water and wastewater treatment. He has spent the past 10 years with Prolectric, dedicated to bringing low carbon solutions to the construction lighting and power space.

As highlighted by our vision and mission statements, it is one of Prolectrics' aims to enable its customers to switch to more sustainable power and lighting as quickly as possible. The business does this by providing technologies that provide:

- **No diesel requirement**
- **No emissions**
- **No noise**

We have been actively engaged with many of the socially responsible activities categorised by the CSR-A Four Pillars for a number of years prior to our accreditation application. However these activities were not formally recognised or accredited. At Prolectric we pride ourselves on the fact that a socially responsible ethos is at the heart of everything we do and forms the key elements of our business objectives. We have incorporated a formal CSR policy into our business strategy.

In addition to the CSR actions undertaken we are strongly aware that there is always room for improvement. Demonstration of continuous improvement is encapsulated in our company wide strategic objectives and forms part of our annual review process.

## Our Vision

Accelerate the change to a more sustainable future for businesses, communities and the planet.

## Our Mission

Provide innovative, environmentally friendly and cost effective solutions for on-site lighting, power and security.

# Environmental Report



The majority of our carbon savings result from our products that are in use across many UK construction and infrastructure projects. **To date it is estimated that approaching 15,588,065 kg of CO<sub>2</sub> savings** have been achieved since we launched our first solar lighting tower in 2017.

**In addition to our products we are also conscious of our own operational carbon footprint and have installed 34.8kWp solar PV on our factory roofs at our Hither Green site in Clevedon. Since installation in 2012 the systems have generated 264 MWh saving nearly 200 tonnes of CO2. We have also installed an air source heat pump at our factory at unit 35 Hither Green.**

All paper and card is recycled via a contract with Smith Recycling in Gloucester and our waste streams are segregated. Prolectric is registered with the Bike to Work Scheme.

**Environmental Activity**

1. Implementation of a CSR Policy.
2. Implementation of Environment Sustainability Policy.
3. Installation of solar PV array on our factory roof at Unit 34 and ongoing energy generation measurement.
4. Installation of air source heat pump to our factory at Unit 35.
5. 15,588,065 kg CO2 Savings our lighting tower product has achieved since first installed. Measured by a savings calculator developed by Prolectric

6. Our clients have reduced their diesel usage by a massive 5,814,320 litres thanks to our eco-friendly product range.
7. Prolectric product range demonstrates low carbon solar/battery application across entire range.
8. Water saving through reduced flushing volume using blocks in cisterns.
9. Recycling via waste separation from Smiths.
10. Increased use of teleconferencing through Zoom and Teams applications.
11. We have purchased hybrid vehicles for our sales team.
12. EV charge points are installed at our factory.
13. Relevant employees are able to work from home including sales and marketing, finance and development teams.

Prolectric Services Limited scope of operations covers a wide variety of mechanical and electrical disciplines including various forms of renewable energy which include permanent and temporary solar lighting and power technologies.

We believe that a commitment to the principles of corporate social responsibility (CSR) not only makes good business sense but also complements our core business strategy and corporate values. Our policy is based on the following principles:

- To minimise the impact and maximise the benefits that our work has on the environment and people around us.
- To integrate our CSR considerations into all our business decisions.
- To comply with, and exceed where practicable, all applicable legislation, regulations and codes of practice.
- To review and to continually strive to improve our CSR performance.

In developing our strategy and setting out our policy for the first time we aim to deliver gradual but continuous improvements in our performance every year. As a result, our approach continues to evolve as we learn lessons

along the way. To help define our policy we have used the four pillars approach:

- 1. Environment** – We recognise our business activities have an impact on the environment, we will manage this impact in a responsible and ethical manner.
- 2. Workplace** – We will embrace sustainable workplace CSR initiatives to help find, support and develop great people.
- 3. Community** – We will encourage and empower our employees to get involved with their local communities and use their skills and where possible the Company's resources to help create a mutual benefit.
- 4. Philanthropic** – We have set up a community fund and donate money, resource and volunteering to suitable charitable and/or community projects, groups or clubs.

To achieve the above Prolectric has set up a working group from across the business who meet regularly to set and help deliver our CSR objectives.

This policy is communicated to all persons working for or on behalf of Prolectric and is made available upon request to the public and interested parties.

**CSR Policy**

# Environmental Sustainability Policy

Prolectric's scope of operations covers a wide variety of Mechanical and Electrical disciplines including various forms of renewable energy such as Solar PV, Micro Wind Turbines and Solar Lighting.

Our environmental management system provides a framework to manage our environmental impacts. We will do everything that is reasonable practicable to ensure good governance and achieve our environmental objectives.

**Prolectric is committed to:**

- The prevention of pollution
- Operation of our facilities in an environmentally sound manner
- Providing the training and resources identified as necessary to ensure objectives are met
- Conservation and recycling of raw materials and reduction in the amount of waste generated by the Company's production processes
- Continually improving the effectiveness, management and performance of the Environmental Management System

**In order to ensure the success of this Policy, we will:**

- Communicate its plan to address significant negative impacts
- Appoint competent persons to monitor and review the Environmental Management System
- Operate in an environmentally responsible manner and in compliance with environmental laws and regulations
- Maintain compliance programs to inform and train employee in the performance of their duty to fulfil the Company's environmental policies
- Ensure Prolectric management will make environmental responsiveness and resource conservation an integral part of business management, and will support finding sound solutions to such environmental problems as may arise
- Actively encourage all persons working for or on behalf of Prolectric to contribute to the success of the Environmental Management System

To achieve the above Prolectric sets yearly objectives and targets and these are reviewed as a minimum at the annual review meeting, along with this policy.

This policy is communicated to all persons working for or on behalf of Prolectric and is made available upon request to the public and interested parties.





Installation of air source heat pump at our factory at Unit 35.

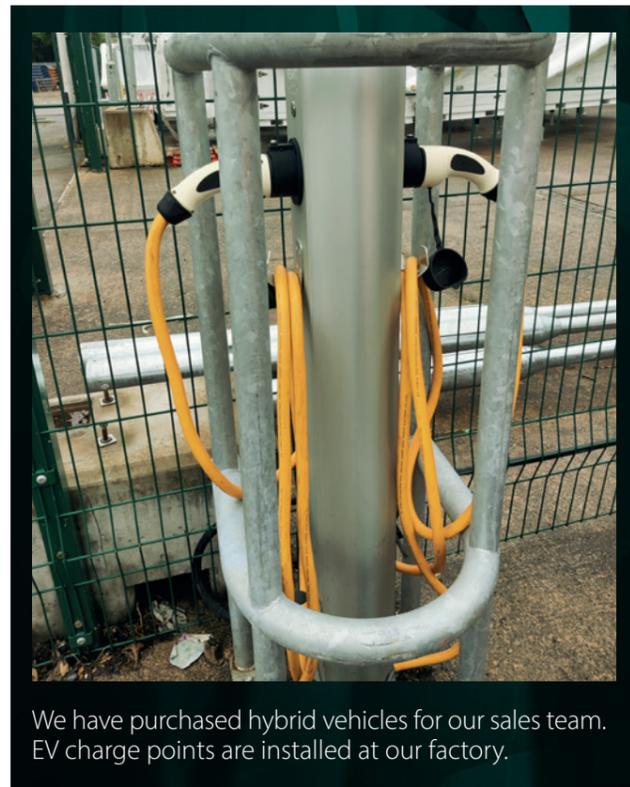
### Carbon Savings

To date, deploying our products has saved an incredible **15,588,065 kg of CO2** (Jan 2017 - May 2021)

Since first installed our products have achieved 15,588,065 kg CO2 savings. This is measured by a savings calculator developed by Prolectric.



Recycling via waste separation from Smiths.



We have purchased hybrid vehicles for our sales team. EV charge points are installed at our factory.

# Workplace Report

- 500** TREES BOUGHT & PLANTED BY STAFF
- STAFF SUPPORT & FACILITIES
- WORK PLACEMENT & TRAINING
- STAFF ENGAGEMENT
- EV PLANNING & INSTALLATION

We embrace sustainable workplace CSR initiatives to help us **find, support and develop** great people.

# Involving and nurturing our people at every level

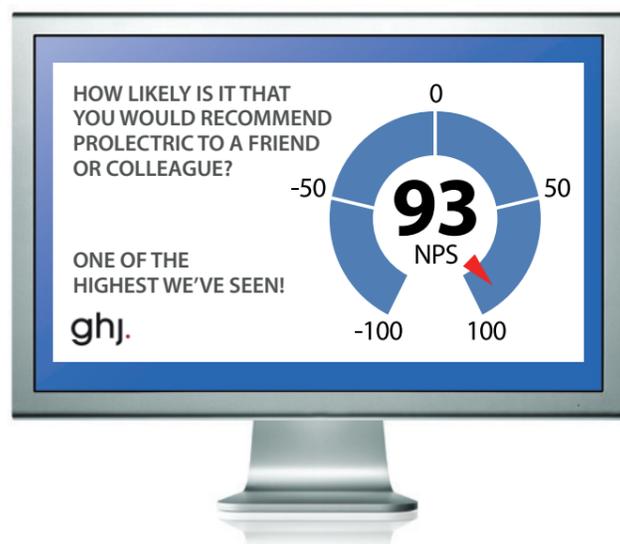
**Prolectric commissioned an external staff satisfaction survey which showed an NPS score of 93. One of the highest scores seen. We have also have formulated a CSR working group made up of a cross section of employees from board director to factory worker from various departments to ensure staff input at every level.**

The business employs 46 full time employees and 2 Part time, most of which operate from our Hither green head office, unless home workers or remote sales managers.

## Workplace Activity

1. Customer Surveys conducted as part of our RISQS accreditation.
2. Overall customer survey conducted by an external marketing company resulted in excellent feedback and NPS score of 71.
3. Overall staff survey conducted by an external marketing company, the corresponding NPS score was 93.
4. Prolectric provide quarterly staff communications sessions, which included launch of CSR initiative in May 2020.
5. Staff canteen and mess area available for lunchtime and break time use. Full coffee and tea making facilities with free refreshments provided.
6. A CSR working group has been formulated to take activities forward and provide KPI reporting. Working group made up of a cross section of employees from board director to factory worker from various departments.
7. All staff have are included in our skills matrix and undergo relevant training where necessary. Examples of training include PTS and COSS training for all rail related staff. Forklift and towing training and electrical training for solar PV.

8. We held a team building day in the Brecon Beacons during summer 2019. It is intended to continue this type of activity every year. This session was preceded by a company wide communication session prior to the start of the weekend and included a video on climate change and what we are trying to do as a company to help. The purpose of the weekend was two-fold, firstly a way of thanking everyone for their input and playing their part in our business success to date. Secondly to communicate some proposed adjustments to our company organisational structure. This was followed by dinner and some fun outdoor activities the following day.
9. Annual summer BBQs held at suitable weekends.
10. We have a bike to work scheme in place.



Overall staff survey conducted by an external marketing company, the corresponding NPS score was 93.

# Community Report



We will encourage and empower our employees to get involved with their local communities and use their skills and where possible the company's resources **to help create mutual benefit.**

# At the heart of our community

There are a number of community groups in the local area that are supported by Proelectric. Most support has gone to local sports clubs that have active youth and age grade teams to date including Clevedon Rugby Club and Clevedon Cricket Club. Our community fund will form part of our ongoing commitment.

We will continue to be involved in our local authority initiative 'Re-wilding North Somerset' with continued support of the programme which aims to plant 50,000 trees over the coming years.

### Community Activity

1. 500 trees purchased and planted by Proelectric staff with North Somerset Council Natural Environment Team.
2. Sponsorship for local sports clubs
3. We have set up a community fund of £2500 which will be shared amongst certain charities, groups and organisations in the local area. Distribution of funds will be decided by the working group.

4. One Year 10 work experience is accepted every year and encouraged with local community school.
5. We also recruited two foreign internship students in 2018. Sabrina Silva, a Portuguese national taken on to prepare a review of the French market as part of her MBA final project. Sabrina was subsequently offered a role with Proelectric on completion of her studies and currently works in our sales and marketing team. We have also just recruited a product development and design apprentice.



500 trees purchased and planted by Proelectric staff with North Somerset Council Natural Environment Team.

# Philanthropy Report



We have set up a community fund and **donate money, resource and volunteering** to suitable charitable and community projects, groups and clubs.

# All types of giving on a local and national level

In addition to our community involvements we provide financial support, gratis product supply and volunteering time on suitable projects and will continue to do so where appropriate to aid local or national initiatives.

## Philanthropic Activity

1. Free hire of our tower lights at Nightingale hospital, London during early COVID outbreak in April 2020 which saved the project £4,400 in rental costs over a 6 week period.
2. Free supply and installation of car park solar lighting offered to Buchanan Trust for injured veterans in June 2020. An external lighting design has now been completed by Prolectric to show that 6 solar lights are required to meet external lighting standards. The normal supply and install price for such a project would have been £6,700.



## Recognised by Her Majesty The Queen

### Queens Award for Enterprise - Sustainable Development

Prolectric are the proud holders of the Queens Award for Enterprise: Sustainable Development 2021.

The awards are personally approved by Her Majesty the Queen, and recommended to Her Majesty by the Prime Minister. The award is the UK's most prestigious business accolade, and recognises Prolectric's leadership in developing and bringing smart, sustainable technology to key industries.

During the rigorous evaluation process, Prolectric was able to demonstrate significant annual investment in sustainable R and D, with an approach to business and new product development built entirely around sustainability.



# Continuous responsible development

Prolectric are committed to a program of continuous development across all the Four Pillars. The following activities are written in to our business strategy planning for immediate action and we will be continuing to innovate and lead in our socially responsible endeavours into 2021 and beyond.

## Continuous Environmental Improvement Actions 2021

1. Set energy use targets per employee and report at HSE meetings.
2. Service air source heat pump.
3. Roll out LED lighting to all three factories at Hither Green.

## Continuous Workplace Improvement Actions 2021

1. Develop closer working relationship with local community schools through careers support.
2. Formal apprentice-ship alongside local PTS weekend staff.
3. Introduce leadership training into training matrix for relevant staff.

## Continuous Community Improvement Actions 2021

1. Introduce formal 'volunteer days' in line with CSR working group agreed support groups.
2. Make formal arrangement with North Somerset for the Re-wilding Project.
3. Increase use of local and environmentally conscious suppliers where possible – Working group to review supply chain and recommend changes/additional suppliers.

## Continuous Philanthropic Improvement Actions 2021

1. Provide impact report on Buchanan Trust residential support project.
2. Provide impact report on Nightingale Hospital London.
3. Produce marketing support to Buchanan Trust through Prolectric's social media channels.

# Prolectric activities align with UN Sustainable Development Goals

The SDGs are a call for action by all countries – poor, rich and middle-income – to promote prosperity while protecting the planet. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

Prolectric activity directly corresponds with the following SDGs



All 17 United Nations Sustainable Development Goals are;



# Prolectric have achieved a Gold CSR Accreditation



## What is CSR Accreditation?

CSR Accreditation is the perfect way to collate what you are already doing in regard to social responsibility. The application process helps you easily report on your organisations sustainable and community engagement and provides a simple template where you can record activity against the Four Pillars of environment, workplace, community and philanthropy. Each Pillar is designed to help you measure, record and impact report on areas such as energy performance, recycling, staff engagement, health and well-being, diversity, community engagement and supporting local and national charities. Successful applications become CSR Accredited and receive our members pack. The CSR Accreditation Mark should be displayed on your website, in your reception and throughout your literature, proudly showing that your organisation has been independently recognised for its CSR endeavours. Members are encouraged to take full advantage of our benefits package which includes access to thought leadership and insight pieces, consultation for ongoing activity and re-accreditation at the end of a three year cycle. A tree is planted for every accreditation by Green Earth Appeal and 5% of the application fee goes to charity.

Your application report subsequently becomes an invaluable CSR policy / Social Impact Report which you can use to show all your audiences that you are a caring and responsible organisation.

This is a fully holistic and inclusive approach that allows for all organisations – private, public and third sector and is for all sizes from sole traders to large corporations. It employs a white paper approach that promotes an organisation's CSR personality and individuality.

ACCREDITATION DATE 30/07/2020

# Values driven organisations ensure sustainable profitability

Driven by heightened consumer awareness of environmental issues, coupled with tightening government regulations and reduced funds available for community projects, companies are now looking for innovative ways to meet their social responsibilities. It is clear that organisations who understand their social responsibilities and explore ways in which issues can be built into strategy are more likely to reap the rewards of enhanced competitive positions in the future. Benefiting not only their shareholders but all stakeholders involved and society at large.

There is now increasing recognition of the fact that social responsibility can be used as source of competitive advantage through good corporate governance, effective execution of innovative social projects and ethical management. In order to maximise this potential, it is essential for organisations to smartly communicate their efforts to ensure that consumers view them as driven by intrinsic (genuine) rather than extrinsic (profit led) motivations. The importance of integrating social responsibility into the culture, governance and strategy development initiatives of a company along with current management and incentive structure is clear. This requires considerable corporate commitment, with senior management leading the implementation of strategic socially responsible efforts to ensure organisational engagement.

This **Social Impact Report** was created by **CSR-Accreditation** on behalf of

**PROLECTRIC SERVICES LIMITED**

To produce a similar report for your organisation please call **01494 444494** or visit **[www.csr-accreditation.co.uk](http://www.csr-accreditation.co.uk)** and find out how we can benefit you.

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